



# NGTECO NG-D2310 Series Matter Smart Lock Installation Guide

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**NGTECO NG-D2310 Series Matter Smart Lock**



## Product Information

### Model: NG-D2310 Series

The NG-D2310 Series is a smart lock with an American Deadbolt lock body. It is designed for secure and convenient access to your door. The lock is powered by four alkaline AA batteries (not included) and comes with mechanical keys for manual unlocking.

## Important Notes

1. Please read this Installation Guide carefully and contact Customer Care for any installation queries.
2. It is recommended to have the installation carried out by a professional technician to prevent any potential service charges that can occur due to incorrect installation.
3. Four alkaline AA batteries (not included) are required to power on the device. Non-alkaline and rechargeable batteries are NOT RECOMMENDED.
4. Do not remove the batteries from the lock when it is working.
5. Batteries must be replaced immediately when the lock prompts the “The battery is used up, please replace it” warning.
6. Mechanical keys are included in the lock for manual unlocking. Please store the keys in a secure location.

## Product Usage Instructions

### Installation Procedure

#### Prepare Door for Installation

1. Check the door status. Make sure the doorframe is aligned with the door and there are no obstructions stuck in

the doorframe.

2. Leave enough space for the deadbolt to extend into the doorframe when the door is locked.
3. Check your door/frame dimensions to ensure they fit the following measurements:
  - Diameter of Cross Bore: 55 mm
  - Backset: 60 mm or 70 mm
  - Diameter of Door Hole: 25 mm
  - Door Thickness: 35 to 55 mm

### **Drill Holes on the Door**

Place the Installation Template at the desired Cylinder height. Mark the holes to be drilled and drill the marked places.

### **Install the Deadbolt**

#### **1. Adjust the Deadbolt (if needed):**

- Backset is the distance from the edge of the door to the center of the hole drilled into the door.
- The default Backset is 60 mm, but if you want to change it to 70 mm, grasp the body and twist the Faceplate as shown below:
- Press the Bolt inside the Latch
- Rotate the Faceplate
- Pull out the Faceplate

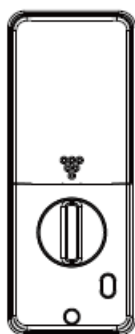
### **Important Notes**

1. Please read this Installation Guide carefully and contact Customer Care for any installation queries.
2. It is recommended that installation be carried out by a professional technician to prevent any potential service charges that can occur due to incorrect installation.
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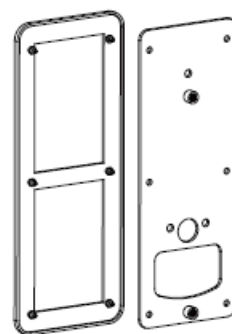
### **What's in the Box**



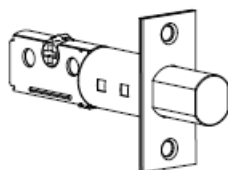
Outdoor Assembly



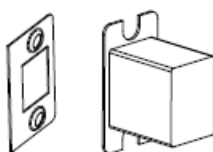
Indoor Assembly



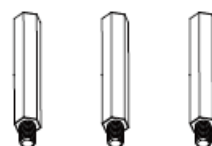
Mounting Plate



Deadbolt



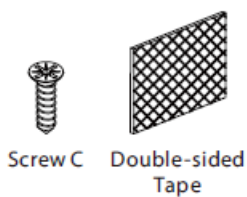
Strike Plate and Box



Studs



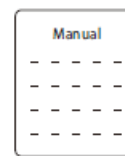
Keys



Screw C

Double-sided  
Tape

Mounting Plate (optional)



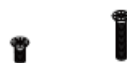
User Files



Screws A  
Deadbolt/Strike



Screws B  
Mounting Plate



Screw D

Screw E

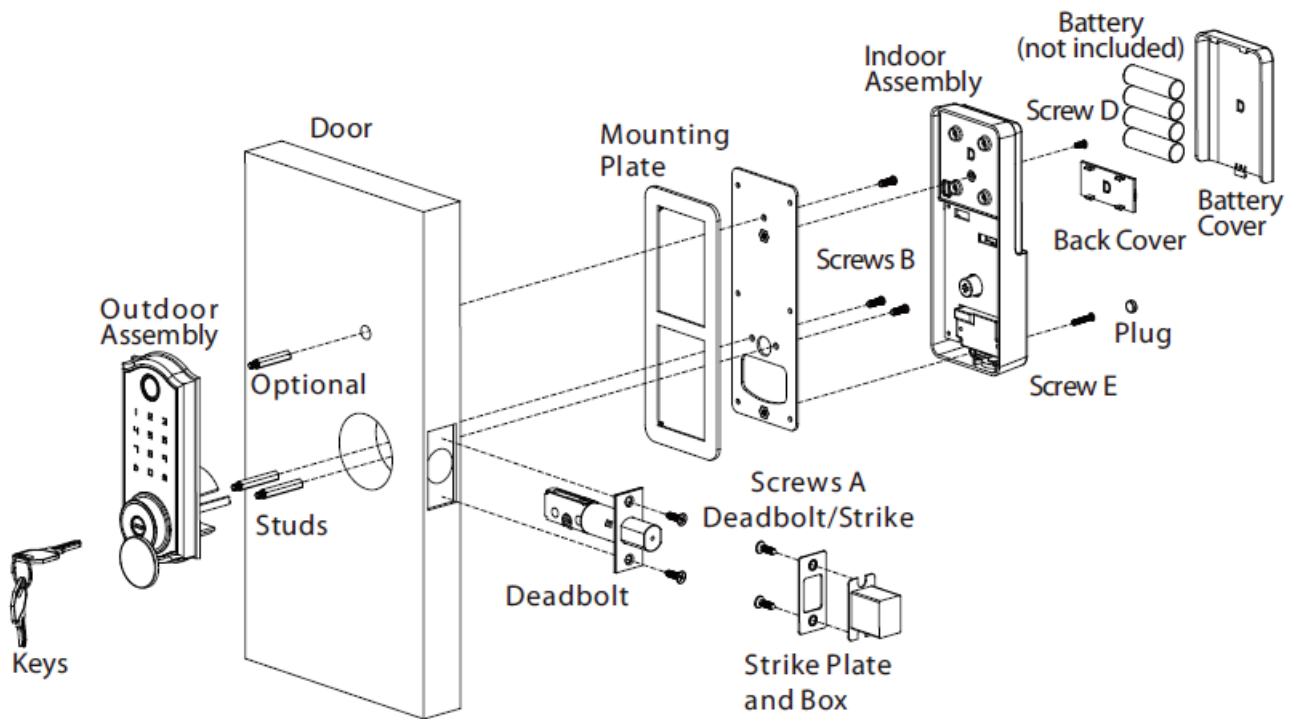
Indoor Assembly



Plug

**Note:** Screws for doors with a thickness of 35 to 55 mm are included in the standard package.

## Installation Diagram



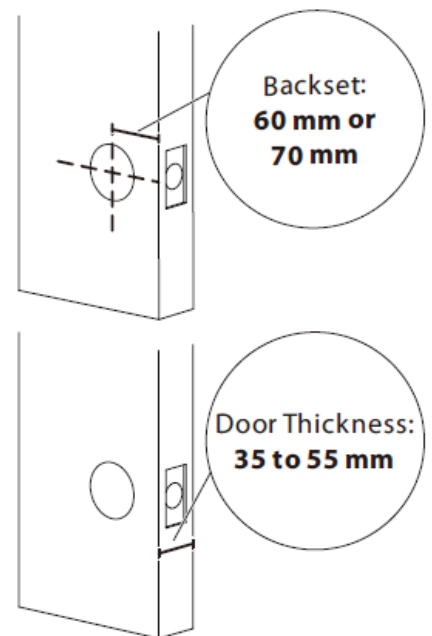
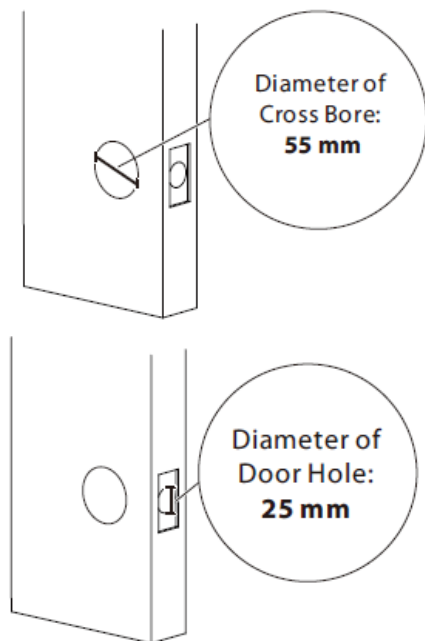
### Important Note

To stabilize the Outdoor Assembly, you can use either the provided Double-sided Tape or Stud. Stud requires an additional hole to be drilled.

## Installation Procedure

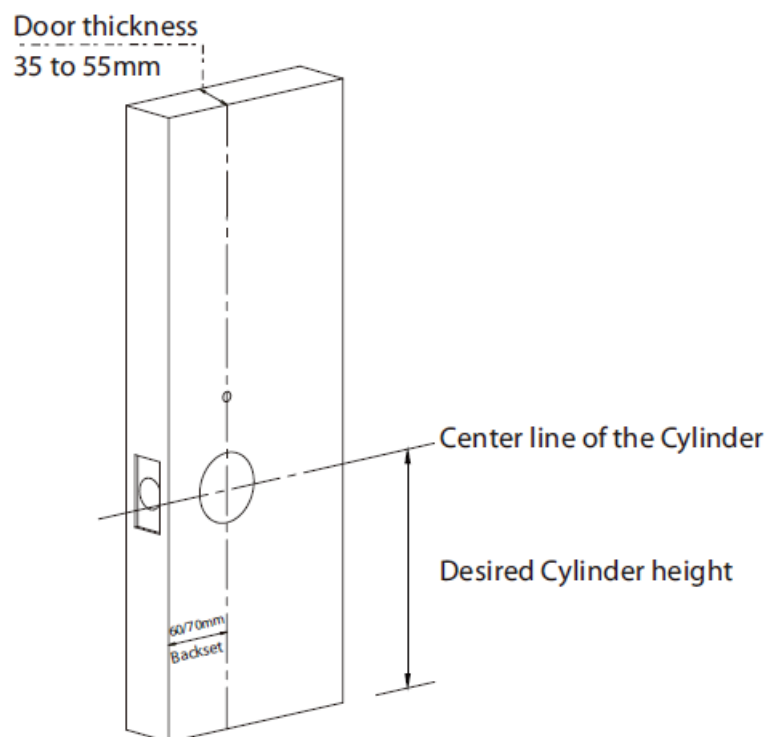
### Prepare Door for Installation

1. To ensure proper installation of the smart lock, make sure the following criteria are followed:
  - Check the door status. Make sure the doorframe is aligned with the door.
  - There are no obstructions stuck in the doorframe.
  - When the door is locked, leave enough space for the deadbolt to extend into the doorframe.
2. Check your door/frame dimensions to make sure that they fit the following measurements:
  - **Diameter of Cross Bore:** 55 mm
  - **Backset:** 60 mm or 70 mm
  - **Diameter of Door Hole:** 25 mm
  - **Door Thickness:** 35 to 55 mm



## Drill Holes on the Door

1. Place the Installation Template at the desired Cylinder height.
2. Mark for the holes to be drilled and drill the marked places.



## Important Note

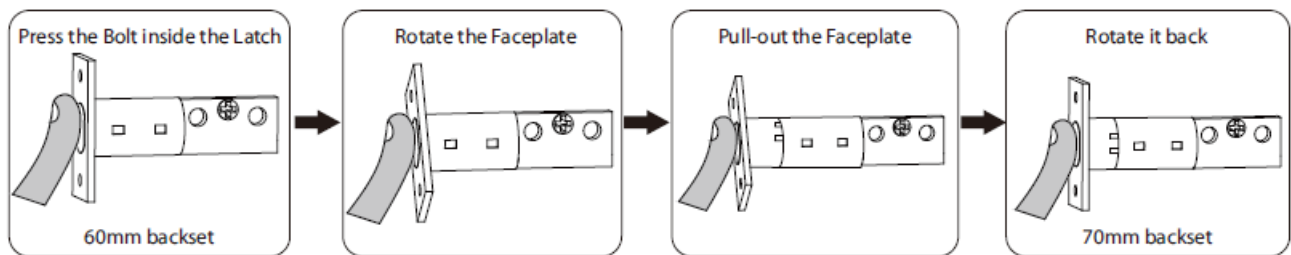
It is not necessary to drill holes in the door. We have already provided Double-sided Tape in the kit to help with the stabilization of the lock during installation. If you still want to improve stability, use the mounting template to drill the holes.

## Install the Deadbolt

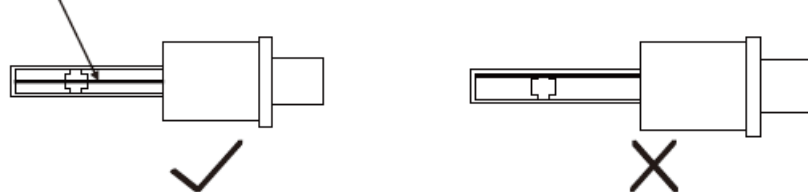
### 1. Adjust the Deadbolt 1. (if needed)

Backset is the distance from the edge of the door to the center of the hole drilled on the door. The default

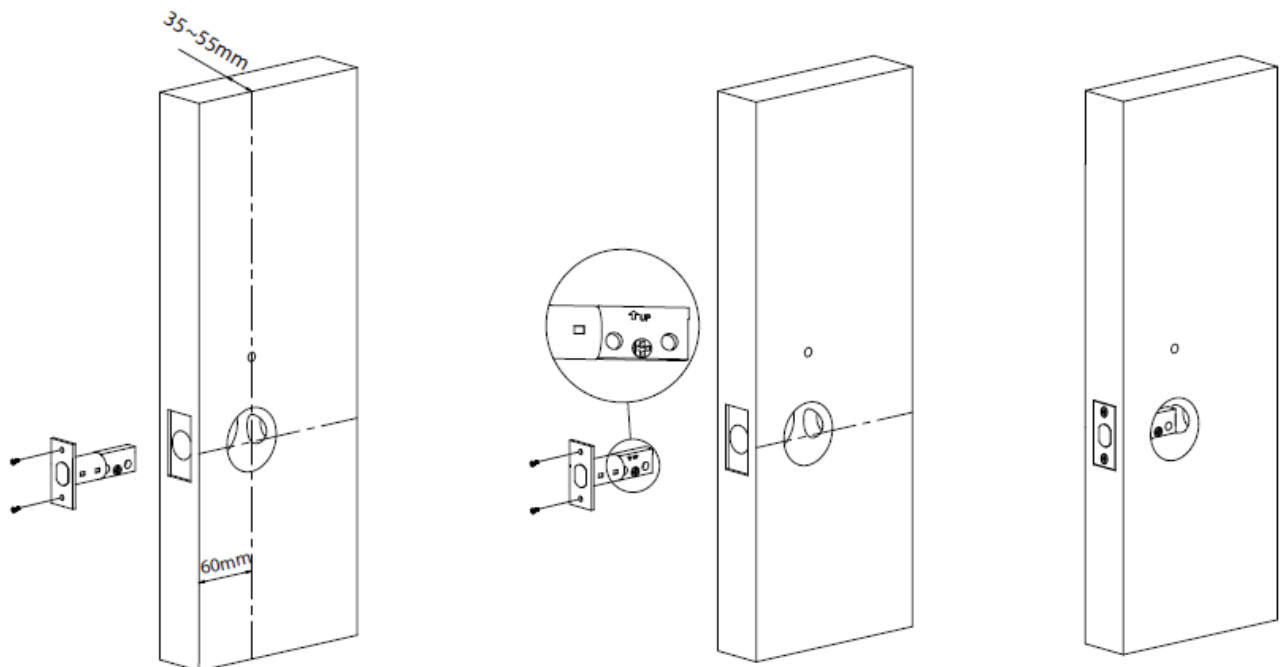
Backset is 60mm, but if you want to change the Backset to 70mm, grasp body and twist the Faceplate as shown below:



By default, the metal shaft twists over the center as shown:

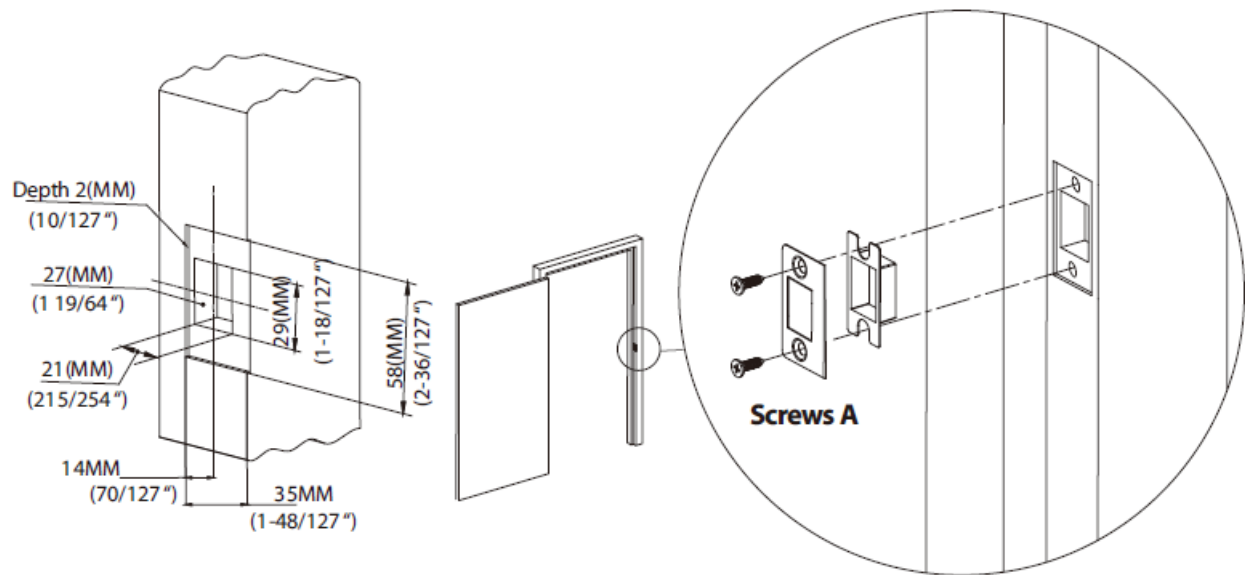


2. Before installing, make sure that the deadbolt is in the unlocked position and that the arrow is facing upwards.
3. Fix the Deadbolt with Screws A.



### Install the Strike Plate and Box

1. Make sure that the Strike Box is aligned with the Deadbolt. Then, use the Installation Template to drill holes.
2. Align the Strike Plate and Box with the drilled holes and fix 2. them with Screws A.

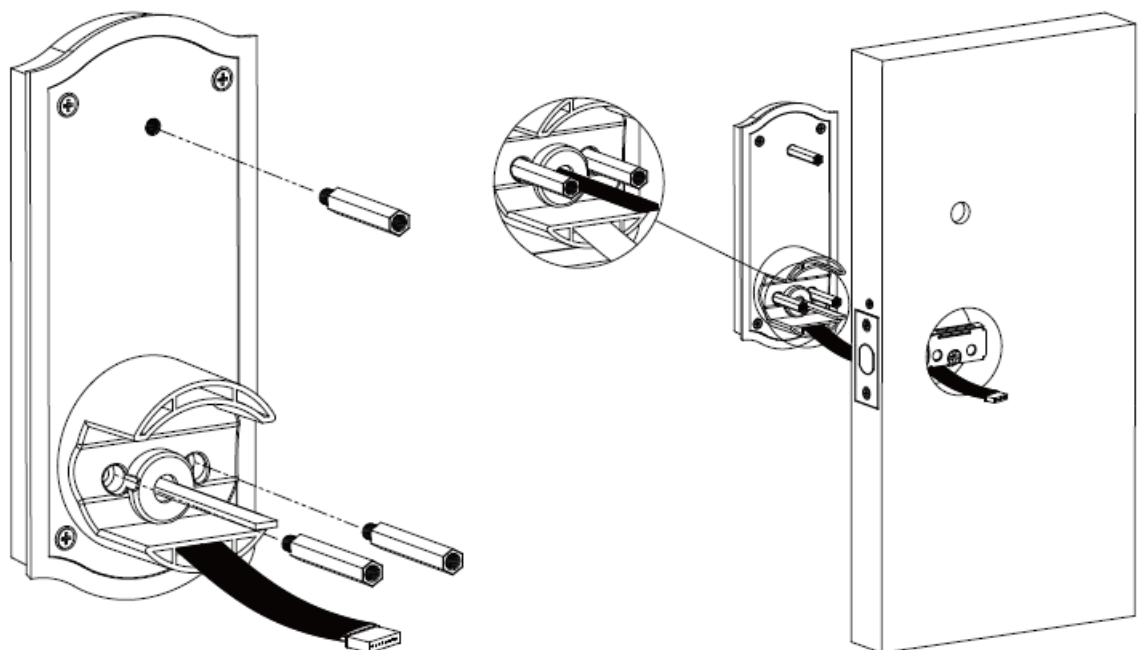


### Install the Outdoor Assembly

There are two methods to install the Outdoor Assembly.

#### Method 1: Installation with Stud

1. Place the Stud on the Mounting Plate of the Outdoor Assembly.
2. Make sure the highlighted Spindle is in the horizontal position, as shown below.
3. Route the cable through the opening below the bolt.
4. Attach the Outdoor Assembly to the door by inserting the cable through the drilled holes.



#### Method 2: Installation with Double-sided Tape

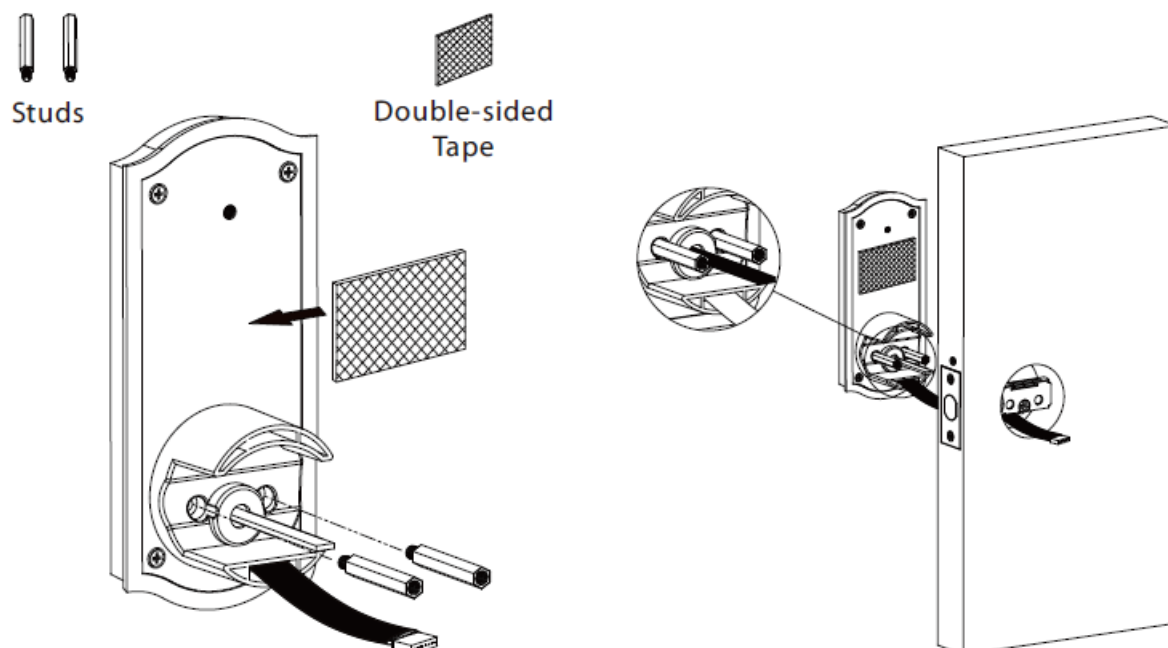
1. Remove the double-sided tape from the outdoor assembly's mounting plate.
2. Make sure that the highlighted Spindle is in the horizontal position, as shown below.
3. Route the cable through the opening below the bolt.



4. Attach the Outdoor Assembly to the door by inserting the cable through the drilled holes.

**Note:**

The method of installation with stud is more stabilized, the Installation with Double-sided Tape is the second choice.

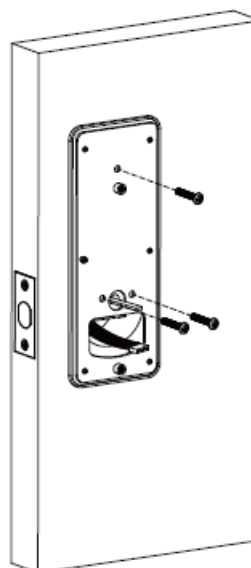


**Install the Mounting Plate**

According to the previously selected Outdoor Assembly Installation method in Step 5, choose the Mounting Plate installation method.

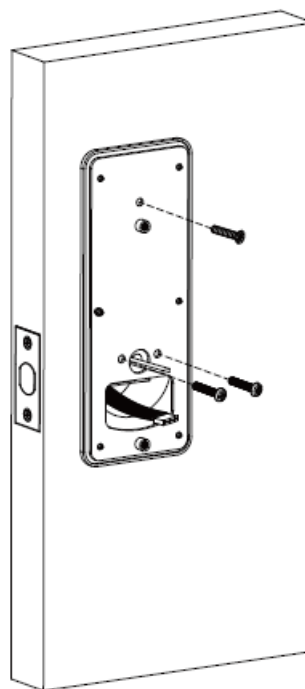
**Method 1: Installation with Stud**

1. Route the cable through the hole on the Mounting Plate.
2. Place the Mounting Plate on to the door and use Screws B to secure them.



**Method 2: Installation with Double-sided Tape**

1. Insert the cable through the Mounting Plate's hole.
2. Install the Mounting Plate on the door and fasten it with Screws B and Screw C.

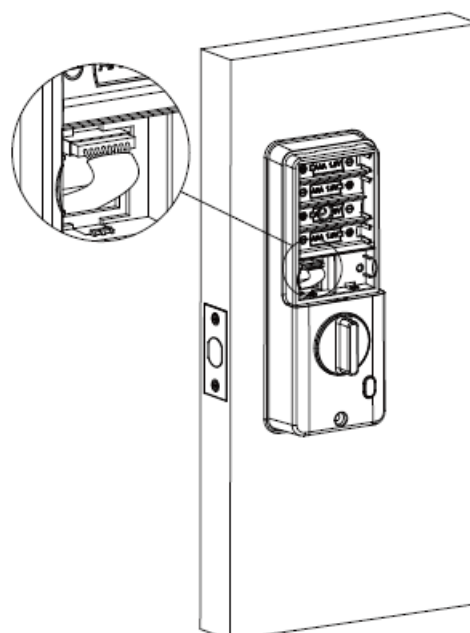
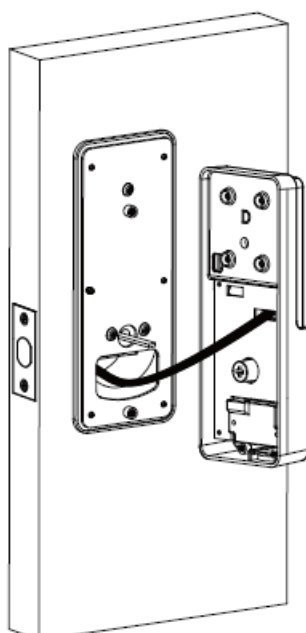


### Install the Indoor Assembly

1. Connect the cable to the port on the back of Indoor Assembly.
2. Install the Indoor Assembly on the Mounting Plate in the proper location. Then attach the Indoor Assembly using Screw D and Screw E.

#### Note:

No matter left or right opening direction, the knob dot must be vertical, after installing the batteries, please turn the knob dot to the horizon.

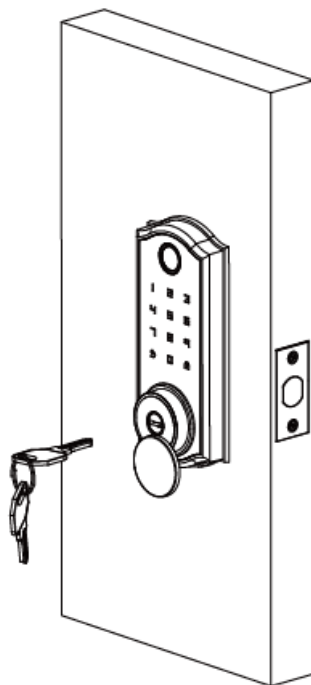


### Physical Testing



1. Rotate the Knob to check if the Deadbolt works properly.
2. Insert the Key and rotate it to check if the Deadbolt works properly.

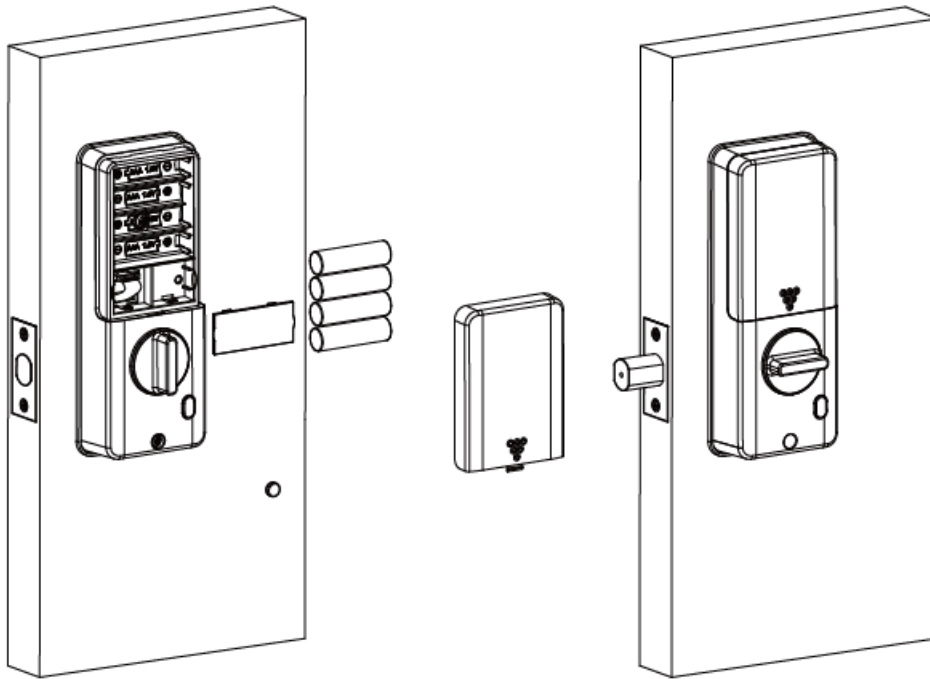
**Note:**

If the Knob or Key cannot control the Deadbolt correctly, please read the Installation Procedure carefully and re-install the lock.



**Install the Batteries and Cover**

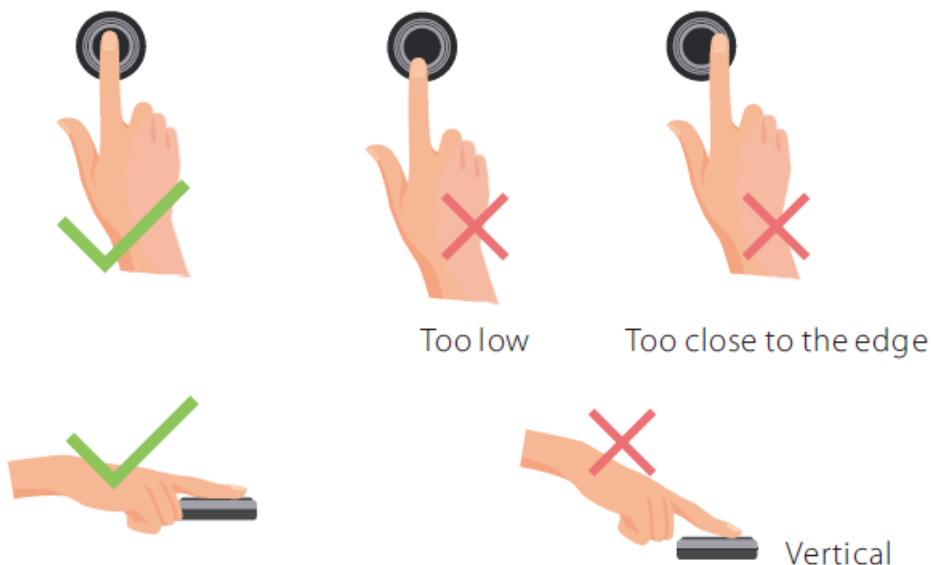
1. Insert four Alkaline AA batteries into the lock and cover them with the battery cover.
2. Turn the KNOB to the horizontal position when the voice prompt “Di” appears and the  button is solid on, then the voice “Successful” appears.
3. Enter 7  to enable Auto Re-lock Mode (if needed).



### Important Notes

1. Please read this User Manual carefully or contact Customer Care for any queries.
2. It is recommended that installation be carried out by a professional technician to prevent any potential service charges that can occur due to incorrect installation.
3. Please make sure no strong magnetic object closes to the smart lock.
4. Four alkaline AA batteries (not included) are required to power the device. Non-alkaline and rechargeable batteries are "NOT RECOMMENDED".
5. Do not remove the batteries from the lock when it is working.
6. Batteries must be replaced immediately when the lock prompts the "The battery is used up, please replace it" warning.
7. For manual unlocking, the lock is also provided with mechanical keys. Please keep the keys in a safe place.
8. **Fingerprint positioning tips:**

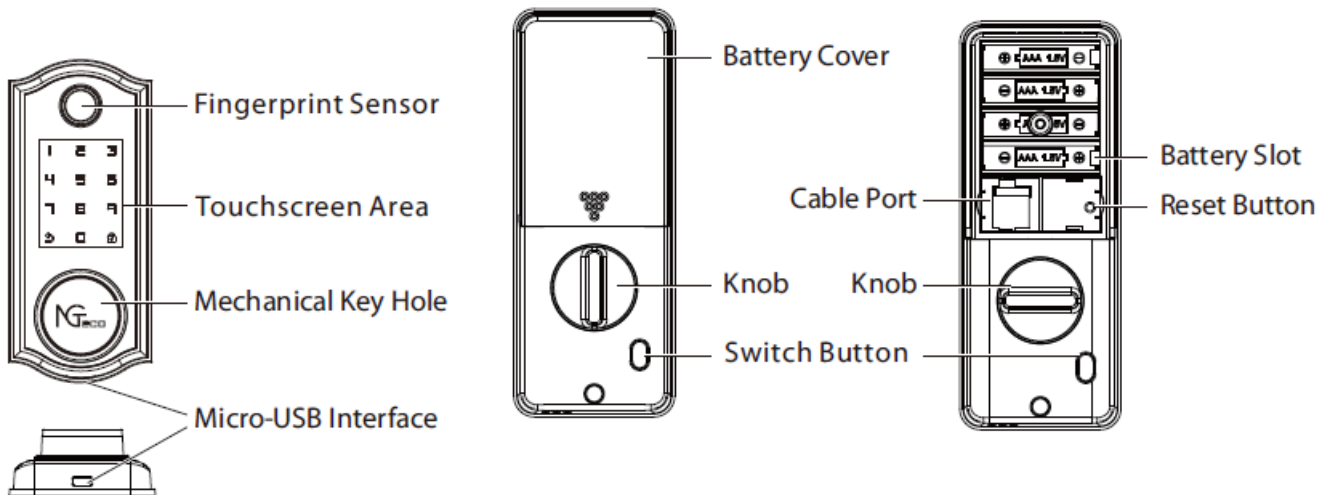
Recommended fingers: Index, middle, or ring fingers; avoid using the thumb or pinky, as it is difficult to accurately press onto the fingerprint reader using those.



**Note:** Please use the correct method when pressing your fingers onto the fingerprint reader for registration and identification. Our company will assume no liability for recognition issues that may result from incorrect usage of the product. We reserve the right of final interpretation and modification concerning this point.

9. After unlocking by APP, fingerprint, or password, please do not verify again.
10. NGTeco could not guarantee the exact consistency between the real product and the stated information in this handbook due to the constant system and product modifications.

## Product Overview



## Product Features

### Introduction:

1. The maximum user capacity is 100. The maximum Fingerprint/Password capacity is 50. The password length is 6 to 8 digits.

**Note:** The first and second registers will be set as administrators by default, and the first administrator must be password.

2. The Owner is the person who owns the lock, and registers in NGTeco Home App, and has all the privileges.
3. The Admin can unlock via Fingerprint, Password, or App. Also, the Admin can add or delete normal users, and manage all the lock settings.
4. Normal Users can unlock via Fingerprint, Password, or App, and check the access records.
  - **Random Password:** Users may enter their password along with some random digits before or after the actual password for password protection. The maximum number of entered digits must be less than or equal to 16. For example, if the correct password is 202112, then the random password can be 89202112807, 2021122363, 389202112, etc.
  - **Note:** Some regular passwords cannot be set as passwords, if it occurs, please use a different password. Such as 123456, 12345678, 88888888, 11111111, etc.
  - **Volume Setting:** The volume can be set to high/low or silent modes.
  - **Auto Re-lock Mode:** The smart lock re-locks according to shock, sometimes, if closing the door is too light, the smart lock will not re-lock, and needs some shock.
  - **Passage Mode:** This function is to keep the door always unlocked, which is suitable for meeting rooms and places with no access restrictions.

- **Low Battery Warning:** When the battery is low, the lock prompts “Battery is used up, please replace it” after being turned on. Then, please replace the batteries immediately.
- **Unauthorized Access Alert:** if the verification fails 5 times consecutively, the lock will generate the alarm, then the lock cannot be operated within 180 seconds.
- **Emergency Charging:** The bottom of the outdoor assembly is provided with a Micro-USB port. Use a power bank to charge the lock when it is out of power.
- **Emergency Mechanical Key:** If the lock has any electronic malfunction, the mechanical key is used to open the door during emergency situations.
- **Bluetooth Communication:** The lock is designed to communicate over Bluetooth, and once connected, it can be controlled from your smartphone.

## Lock Setup

### Reset the Lock

#### Note:

All the registered user data will be deleted and restored to the factory default settings.

#### Method 1:

Press and hold the Reset button for 3 seconds, until you hear the audio prompt “Please verify administrator”, then enter verify administrator with password or fingerprint. After a few seconds, the lock will prompt “Initialization Succeed”. If no administrator, do not need to verify the administrator.

#### Method 2:

Press the Reset button for 3 seconds, then enter “123234345455” and press to initialize directly.


#### Method 3: (if paired with App)

Tap the right-up corner button, and then tap the Remove Device button at the bottom of the user interface, then the lock will prompt “Initialization Succeed”, press the reset button until you hear the prompt “Initialization Succeed”.

### Pair the Lock with the App

1. Search the “NGTeco Home” App in the Apple App Store or Google Play Store and download the App to your mobile phone. Open the “NGTeco Home” App and log in with your account. If you do not have an account, create an account with your phone number or Email ID.














2. To pair the device, open the Bluetooth on your phone and get near the smart lock.
3. Touch the keypad to activate the lock, enter 3  to enable Bluetooth, and the App will search the nearby devices automatically.
4. Tap the “+” button of the corresponding lock, then your phone will connect to the smart lock via Bluetooth.






#### Note:

Make sure the lock has registered an administrator. Turn on Bluetooth on your smartphone, and stay near the lock (within 10 meters without any obstacle).

### Program the 3 Features on the Lock

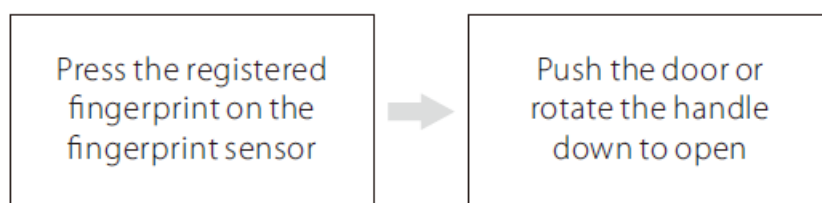
It is recommended to use the NGTeco Home App to manage your lock. If you don't have a smartphone or don't want to use the App, you can use the following programming instructions.

| Features                        | Operations  |
|---------------------------------|---|
| Add administrator               | <ol style="list-style-type: none"><li>1. Press  or press the reset button until you hear a beep prompt.</li><li>2. To register the first administrator, use a password of 6 to 8 digits.</li><li>3. To register the second administrator, provide a 6 to 8-digit password or use your fingerprint.</li></ol>   |
| Add normal user                 | <ol style="list-style-type: none"><li>1. Press  for 2.5 seconds, or press the reset button for 2 seconds, verify administrator.</li><li>2. Enter a 6 to 8-digit password or use your fingerprint.</li></ol>  |
| Delete user                     | <ol style="list-style-type: none"><li>1. Press  for 2.5 seconds, or press the reset button for 2 seconds, verify administrator.</li><li>2. Press  for 2.5 seconds again.</li><li>3. 1: delete the fingerprint of all of the users; 2: delete the password of all of the users; 3: delete all of the users.</li></ol> |
| Volume Setting                  | Default high volume, enter <b>333</b>  the first time, the volume changes to low, enter <b>333</b>  the second time, the volume changes to mute, enter <b>333</b>  the third time, and the volume changes to high.               |
| Language Setting                | To switch between Chinese and English, dial <b>311</b>  .  |
| Left or Right Direction Setting | Enter <b>301</b>  to change the left or right open direction.  |
| Bluetooth Enable                | Enter <b>3</b>  to enable Bluetooth configuration mode.  |
| Change Password                 | Enter <b>5</b>  to change the normal user password, the administrator password cannot be changed.  |

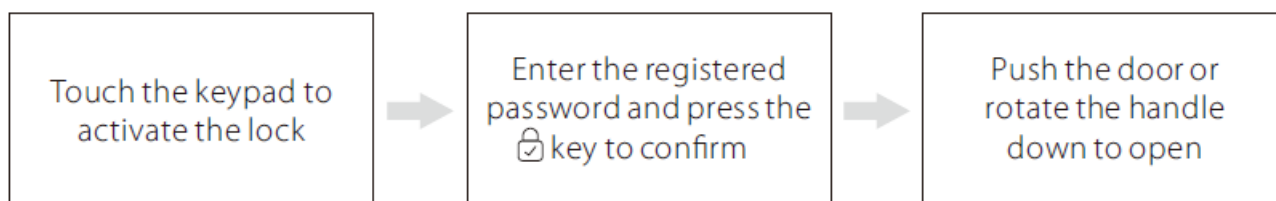
|                              |   |
|------------------------------|---|
| Delay Lock Mode              | <ol style="list-style-type: none"> <li>1. Enter <b>6</b>  1 time, 1 long beep, and 1 short beep, 15 seconds delay.</li> <li>2. Enter <b>6</b>  2 times, 1 long beep and 2 short beeps, 30 seconds delay.</li> <li>3. Enter <b>6</b>  3 times, 1 long beep and 3 short beeps, 45 seconds delay.</li> <li>4. Enter <b>6</b>  4 times, close this mode, and change to Geomagnetic Detect Mode.</li> </ol> |
| Calibrate Automatically Lock | Enter <b>7</b>  and verify the administrator to calibrate automatically lock in some situations where the door lock does not automatically lock.   |

## Basic Operations

### Unlock the Door with Fingerprint



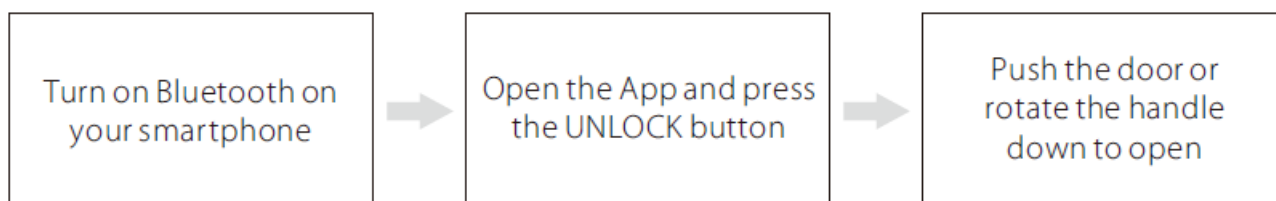
### Unlock the Door with Password



#### Note:

Users may enter any random number along with an actual password to prevent password disclosure. The maximum length of the random password is 16 digits.

### Unlock the Door with App

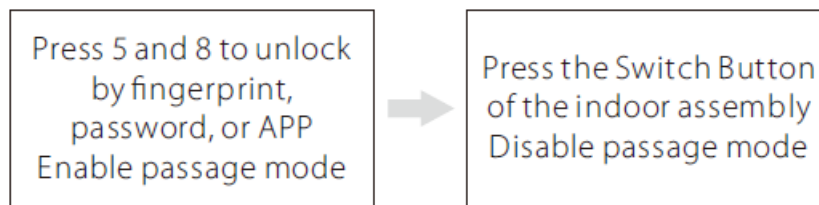


#### Note:

When unlocking via Bluetooth, please stay near the lock (within 10 meters without obstacles).

## Passage Mode



**Note:**

If you unlock the mode by turning the knob, the mode will still be enabled, and you will need to verify it with someone outside.

**FCC Warning**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**FCC RF Radiation Exposure Statement:**

- This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment.

**IMPORTANT!**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



**Contact Information**

- **Add:** 1600 Union Hill Road Alpharetta, GA 30005
- **E-mail:** [service.ng@ngteco.com](mailto:service.ng@ngteco.com).
- [www.ngteco.com](http://www.ngteco.com).



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Documents / Resources

|  |  |
|--|--|
| <div><br/><b>Installation Guide</b><br/><small>Model: NG-D2310 Series<br/>Last Edited: November 2022<br/>Version: 1.0<br/>English</small><br/></div> | <div><a href="#">NGTECO NG-D2310 Series Matter Smart Lock</a> [pdf] Installation Guide<br/>NG-D2310 Series Matter Smart Lock, NG-D2310 Series, Matter Smart Lock, Smart Lock, Lock</div> |
|--|--|

[Manuals+](#)